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To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.

September 24, 2013

TO: Each Supervisor

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **STATUS UPDATE ON DEPARTMENT OF HEALTH
SERVICES' ELECTRONIC HEALTH RECORD**

This is to provide the Board of Supervisors (Board) with an update regarding the Department of Health Services' (DHS) Electronic Health Record (EHR), known as the Online Realtime Centralized Health Information Database (ORCHID).

Project Initiation and Staffing

The Board approved the agreement with Cerner Corporation (Cerner) on November 27, 2012 and the funding was approved on January 22, 2013. The official kickoff event took place on May 13, 2013, which was attended by over 200 DHS staff members.

To date, we have hired 40 of the 85 information technology (IT) staff necessary for the ORCHID team. We have also brought on over 140 individual Subject Matter Experts (SMEs) to cover the 88 identified roles in the ORCHID project structure. The 140 SMEs contribute 25%-50% of their time to the project. We have outfitted Building 10, located on the LAC+USC Medical Center campus, for the ORCHID team.

The following are the upcoming major steps of the process:
1. Design and build of the ORCHID EHR software system.
2. Functional and User Acceptance testing of the ORCHID system
3. Implementation (deployment) of the ORCHID system at our hospital and ambulatory clinic facilities.

Design and Build

The design/build process began with the SMEs and Cerner staff evaluating and comparing DHS' current workflow processes against industry standard best practices. DHS concluded the first of three design trips to Kansas City, Missouri from July 7-12, 2013. All members of the ORCHID team spent a dedicated week on the design/build process. 95 DHS staff members traveled to Kansas City and the balance of the ORCHID team members participated remotely from Los Angeles. This effort has produced a 10% completion of the overall build. We are planning our second trip to Kansas City for September 30-October 4, 2013 and at the conclusion of the trip we expect to have 50% of the build complete. Our third trip is scheduled for January 6-10, 2014 with an expectation that 90% of the build will be completed.

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We will spend the remainder of the spring and early summer of 2014 in unit system integration and user acceptance testing. Shortly thereafter, we will commence intensive, wide-scale staff training for our first deployment scheduled in July of 2014.

Infrastructure and Capital Projects

Cerner is currently putting in place the needed hardware and software to host the ORCHID system. We are within our identified budget and timeline for milestones.

The Capital Project work is progressing with the appropriation of $11 million to purchase long lead equipment, approved by the Board on September 3, 2013. We will be returning to the Board in November 2013 to finalize the needed appropriation for the remaining Capital Project construction to support the upgraded network. DHS is working with Department of Public Works (DPW) to evaluate the Wireless Network Access needs for the ORCHID project, which is a separate line item in DHS' ORCHID budget. This evaluation work effort will be conducted over the next 6-8 weeks and the resulting report will be part of the upcoming November Board Letter.

Implementation and Upgrades

Based upon the Capital Project work effort and timeline estimates, we continue to plan for implementation as follows:

Order	Facility	Timeline
1	Harbor-UCLA Medical Center and associated clinics	July 2014
2	Martin Luther King, Jr. Multi-Service Ambulatory Care Center and associated clinics	Fall 2014
3	LAC+USC Medical Center and associated clinics	Early 2015
4	High Desert Multi-Service Ambulatory Care Center and associated clinics	Spring 2015
	Rancho Los Amigos National Rehabilitation Center	Late Summer 2015
5	Olive View-UCLA Medical Center and associated clinics	Late 2015/Early 2016

Currently, DHS has over 260 different clinical applications distributed throughout the six Quadramed Affinity clusters. An example of a clinical application is the Fuji Picture Archiving and Communication Systems (PACS) system, the software that enables providers to view radiology test images such as X-rays at their clinical workstation. ORCHID functionality will replace 85 of the existing applications and will interface with over 90 applications that will continue to be needed.

We have upgraded and deployed over 2,100 personal computers (PCs) since January 2013 and an additional 5,600 in 2012. We are on track and within our identified budget to supplement additional workstations needed to support the transition from paper to electronic order entry and documentation for all health care providers. The devices will include desktop, laptop, tablet, portable carts, virtual desktop and mobile solutions.

Meaningful Use

DHS has received $9.2 million of Eligible Provider (EP) meaningful use incentive payments and has established a technology reimbursement process to EPs that have assigned their meaningful use incentive payments to DHS.

Conclusion

DHS' overall project is within our expected timeline and budget with the exception of the Capital project infrastructure construction budget item. The budget line items for Cerner's product and services, DHS resources (including the 85 IT staff and 88 SMEs), and DHS equipment and devices are all on track. We will return to the Board in November 2013 to finalize the necessary appropriation request for the remaining Capital Project construction.

If you have any questions or need additional information, please contact me or Kevin Lynch, Chief Information Officer, at (213) 240-8128.

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c: Chief Executive Office
    County Counsel
    Executive Office, Board of Supervisors